8450257/2024/AH-I-AHF01

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

AHDD&F Department - Mobile Ambulatory Veterinary Clinic Project – Operation & Maintenance – Revised Standard Operative Procedure (SOP) for functioning of the Mobile Veterinary Clinics – Approved – Orders – Issued.

ANIMAL HUSBANDRY, DAIRY DEVELOPMENT & FISHERIES (AH.I) DEPARTMENT

G.O.Rt.No.262

Dated:08.09.2023
Read the following:

1. G.O.Ms.No.29, AHDD&F (AH.I) Department, Dated.07-07-2021.
2. G.O.Rt.No.48, AHDD&F (AH.I) Department, Dated.28-02-2022.
3. G.O.Rt.No.85, AHDD&F (AH.I) Department, Dated.15-04-2022.
4. G.O.Rt.No.95, AHDD&F (AH.I) Department, Dated.04-05-2022.
5. G.O.Rt.No. 195 & 196, AHDD&F (AH-I) Department, Dated 25-07-2022.
6. From the Director of Animal Husbandry, Lr.Roc.No.AHF02-COOR0EXAG/ 7/2022-V-MVC-DAH, Dated:19-05-2023 & Dt:18-07-2023.

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ORDER:

In the circumstances reported by the Director of Animal Husbandry, A.P., Vijayawada in the letters 6th read above, Government after examination hereby approve the Revised Standard Operating Procedures (SOPs) for functioning of the Mobile Veterinary Clinics as part of the Mobile Ambulatory Veterinary Clinic Project (Dr YSR Sanchara Pasu Arogya Seva). The approved revised Standard Operating Procedures (SOPs) is appended to this order as Annexure.

2. The Director of Animal Husbandry shall take further necessary action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

GOPAL KRISHNA DWIVEDI
SPECIAL CHIEF SECRETARY TO GOVERNMENT(FAC)

To
The Director of Animal Husbandry, A.P., Vijayawada.

Copy to:
OSD to Minister (AHDD&F).
P.S. to Spl. C.S. to Government, AHDD&F (FAC) Department.
SF/SC (Computer No.2126832).

//FORWARDED:: BY ORDER//

T. Nagesh
SECTION OFFICER

ANNEXURE

(Annexure to G.O.Rt.No.262, AHDD&F (AH-I) Department, Dated:08-09-2023)

Revised Standard Operating Procedures (SOPs) for implementation of Dr YSR Sanchara Pasu Arogya Seva in Andhra Pradesh

Introduction:

Government of Andhra Pradesh have sanctioned 340 Ambulatory Vehicles for implementation of Dr YSR Sanchara Pasu Arogya Seva/Mobile Ambulatory Veterinary Clinic **(MAVC)** vide G.O.Rt.No.85 dated 15-04-2022 of AHDD&F (AH-I) Department and vide G.O.Rt.No.353 dated 21-12-2021 of AHDD&F (AH-I) Department G.O.Rt.No.95 dated 04-05-2022 of AHDD&F (AH-I) Department, G.O.Rt.No.195 dated 25-07-2022 of AHDD&F (AH-I) Department and vide G.O.Rt.No.196 dated 25-07-2022 of AHDD&F (AH-I) Department.

Aim:

The aim is to establish "Mobile Ambulatory Veterinary Clinic" to strengthen the service delivery mechanism so as to ensure better accessibility of veterinary services provided by the department in the field and there by improved productivity at the farmer's doorstep.

Objectives:

a) To examine the general health condition and to treat the livestock.
b) To provide "On the Spot" free diagnostic service to ascertain the disease.
c) To detect the common diseases prevalent in the area.
d) To provide doorstep Ambulatory service (Breeding, Curative).
e) To educate people to adopt appropriate modern technology for improving the productivity.
f) To make disease surveillance and monitoring of livestock and poultry diseases.
g) To control and contain disease outbreak.
h) To popularize the departmental schemes.
i) To create awareness on livestock preventive health care and other department services available.

Operation and Maintenance:

EMRI Green Health Services (Formerly GVK-EMRI) is selected as operation and maintenance service provider. Mobile Ambulatory Veterinary Clinic (MAVC) is equipped with large animal hydraulic lift facility and required veterinary equipment. Service provider will position a graduate Veterinarian, Paravet and one driver-cum attendant with required medicines and laboratory chemicals in each MAVC from time to time for two years. The 1962 Call center with 42 seats shall be made operational with 24x7 service. To assist the call center agents, a team of eight doctors will be maintained at call centre from 8.00 am to 5.00 PM.

Roles and Responsibilities of EMRI Green Health Services, Vijayawada

a. The MAVC Vehicle should be located at Constituency Head Quarter (AVH/VD) and Parking of MAVCs shall be within the premises of departmental institutions (AVH/VD) as approved by the department in the constituency.

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b. EMRI Green Health Services is responsible for operation and maintenance of 1962 call center.
c. Maintain one Veterinarian, one Para Vet and one Pilot cum Attendant in each MAVC vehicle.
d. If any staff member is on leave, a substitute has to be deputed immediately to continue the operation of the MAVC vehicle without keeping the vehicle idle.
e. Maintain sufficient medicines in all MAVCs and to maintain buffer stock without any shortfall in supply of Medicines during door step services to the animals.
f. Minimum standards shall be maintained by each MAVC which includes minimum of (8) trips a day, treatment of minimum (8) cases a day and a minimum of (4) Diagnostic tests a day with a satisfaction level of more than 90% on super check.
g. If not achieved the service Provider shall submit reasons for the shortfall.
h. MAVCs deployed in the urban constituencies and having less than (2) trips/day shall be shifted to nearby constitutions having high cattle population.
i. To become more farmer friendly, a **unique Mobile App** shall be developed.

Ambulance Maintenance (Scheduled)

a. The fleet Manager with the support of the Paravet and Driver of the MAVC vehicle prepares the schedule of servicing plan of entire fleet of 340 vehicles. The same shall be intimated to the Department.
b. The fleet manager shall coordinate with the TATA Motors Ltd. and ensure that the servicing of all the vehicles is carried as per the schedule at authorized Workshops.
c. Scheduled servicing plan shall be such that, if one MAVC vehicle is in servicing, another MAVC vehicle shall attend the calls without disrupting the door step services to the animals.
d. Periodical servicing must be followed as per the timeline given by the manufacturer.

Ambulance Maintenance (Emergency)

A. On noticing a defect in the MAVC the Pilot (Driver)/ Paravet shall inform the Fleet Manager and to the call center immediately.

There might be two scenarios when the defect is noticed:

a). **While attending a case / carrying the animal on the vehicle** - Inform the Call Center for assigning an alternate ambulance for the case.

b). **While doing routine checks:** Pilot shall inform the fleet Manager on the nature of the defect. If the defect is minor (ambulance is movable) then, the fleet Manager shall schedule the service with the authorized workshop. If the defect is major, then intimate the Call Center as Off Road and take the ambulance to the authorized workshop immediately. While the ambulance is being repaired, the Emergency Management Executive (EME) shall take necessary action for medical equipment, stock safety, and Ambulance safety.

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Vehicle Monitoring System (Dash Board)

- The service provider shall develop robust software for real time analysis
- MAVC vehicles movement shall be displayed on the dash board
- Ambulance wise analysis with following data be displayed
    a. No. of cases treated per day
    b. No. of diagnostic tests conducted per day
    c. Satisfactory level of > 90%
- Development of mobile App

Roles and Responsibilities of Animal Husbandry Department

- Wide publicity shall be given on Mobile Ambulatory Veterinary Clinics to create awareness among public about the services provided by the MAVCs during Pasu Vignana Badi and other Departmental programmes.
- Concurrent check on MAVCs regularly for better services.
- No MAVC vehicle shall be kept idle without any trips.
- The Assistant Director (AH), Area Veterinary Hospital I/c Head Quarters MAVC shall conduct a weekly review meeting on every Friday with the staff of MAVC and departmental staff.
- One Central Monitoring Cell shall be established at Directorate of Animal Husbandry, Andhra Pradesh.

CONSTITUENCY LEVEL WEEKLY COORDINATION MEETING ON 1962 SERVICES

- The Assistant Director (AH), Area Veterinary Hospital, I/c MAVC headquarters shall conduct a review meeting on every Friday at 3PM (Physically on first Friday and virtually on the remaining Fridays) of the month with the Veterinary Assistant Surgeons working in his/her jurisdiction along with the MAVCs staff of his constituency.
- The Assistant Director (AH) Area Veterinary Hospital shall review the following items in the weekly review and shall upload the details as per the checklist provided in the Google sheets.

S.No	Information	Details
1	No. of Follow up cases received	
2	No. of farmers received follow up medicines.	
3	Status of the follow up cases	Cured -
		Referred -
		Died -
4	No. of Off-Time emergency calls received	
5	No. of Telemedicine cases scheduled	
6	Status of Telemedicine cases	Cured -
		Referred -
		Died-
7	Cases referred to VPC/SSVH	
8	Availability of Buffer stock(Yes/No)	
9	No. of RBKs Visited	
10	Remarks	

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- The Assistant Directors (AH), Area Veterinary Hospitals shall review the availability/replenishment of medicines in Ambulances and availability of buffer stock at the Ambulance base station.
- The Assistant Directors (AH), Area Veterinary Hospitals shall also review the O&M issues of vehicles raised by the ambulance doctor with the district coordinators of 1962 services.
- The Assistant Director (AH), Area Veterinary Hospital shall review the attendance of departmental staff to the off time Telemedicine calls as per the assignments given and treatment provided and also the attendance of follow up cases by the departmental staff.
- The departmental VAS shall attend the follow up case with the medicines provided by the Ambulance doctor or direct his paravet depending on the gravity of the case.
- The departmental VAS, based on the condition of the animal may direct the owner to take the ailing animal to nearby Veterinary Poly Clinic (VPC) or Super Specialty Veterinary Hospital (SSVH) through MAVC.
- The Assistant Director (AH), AVH shall coordinate with the staff of Veterinary Poly Clinics (VPCs) and Super Specialty Hospitals (SSVH) on attendance of cases referred through 1962 to sort out the functional problems.
- The departmental VAS shall update the follow up action taken in weekly coordination meeting.
- The 1962 call center shall transfer the off-time emergency calls to departmental VAS of the concerned jurisdiction by SMS alert or direct phone call as Telemedicine call.
- The Assistant Director (AH) shall assign the case to concerned VAS of the jurisdiction.
- The departmental VAS shall attend the off time case as assigned by the call centre or may direct his paravet depending on the gravity of the case.
- The District Animal Husbandry Officer and Divisional Deputy Directors shall monitor the conduct of weekly coordination meetings on 1962 services by the MAVC In-charge Assistant Director (AH).

GOPAL KRISHNA DWIVEDI
SPECIAL CHIEF SECRETARY TO GOVERNMENT(FAC)